



STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF FIRE STANDARDS AND TRAINING &
EMERGENCY MEDICAL SERVICES

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MEMORANDUM

TO: NH EMS Unit Leaders
NH EMS Hospital Coordinators
NH EMS Regional Chairpersons

FROM: Sue Prentiss, BA, NREMT-P, Chief
FST & EMS
Bureau of EMS

RE: Bureau of EMS Report

DATE: February 8, 2007

On behalf of the New Hampshire Department of Safety, Division of Fire Standards and Training and Emergency Medical Services (FST & EMS) I would like to thank you for joining us on this cold day for our January 2007 meeting. As always, we are busy in each section of the Bureau. Below is an update on FST & EMS activities:

Provider Licensing: As of February 8, 2007, the Bureau licensing numbers are:

Apprentice	12
First Responders:	350
NH EMT-B	84
NREMT-B	2218
EMT-I	1114
EMT-P	<u>713</u>
TOTAL:	4501

There is a slight drop off in numbers from December 2006 'til today. I spoke with Tammy and she stated that both the Apprentices and NH EMT-B's have December expiration dates, which means they have not completed their re-licensing paperwork. As for the other levels, CPR cards that expired at the end of December have been taken out of the system. Tammy stated that all providers were notified in writing and have 30 days to submit their card and get relicensed. Now that licensure and TEMSIS reporting are connected, the CPR card fall-outs take licensure off line until a current card is submitted to us.

We are up to 145 I/C's, including 21 Provisionals. There are 297 licensed Units.

Bureau of EMS Staff Update & EMS Community News: The Division regrets to announce the passing of David Dow on January 25, 2007 at his home. David served the state for 26 years and was a graduate of the first Paramedic class from the NH Technical Institute. His dedication to EMS development in our state will be felt for many, many years to come. A memorial service was held on Saturday, February 3, 2007 in New Ipswich and was very well attended. We will miss you David.

As you may have already heard, Fred von Recklinghausen has accepted a position at DHMC as their Trauma Program Manager. Please join us in congratulating Fred. His position has been posted internally. It closes today. At the time of this report I have no results from that posting. Fred will be with us until March 1, 2007 and will stay on staff part-time to assist as a TEMSIS instructor, etc.

Captain Dean Chandler who worked with the Division in the Bureau of Training and Certification retired in November. Dean was responsible for the Fire and EMS Instructor training programs, with Chris Rousseau from our Bureau directly working with the EMS side of the training programs. With Dean's retirement, Chris was promoted and now holds this position full-time. He will continue to oversee the EMS component to Fire and Emergency Services III training and the provisional tracking of our new I/C's. From a Division perspective all Instructors will be trained and tracked through their mentoring and/or provisional periods the same way. Congratulations Chris.

When the Fire Marshall's office vacates the second floor of the Fire Academy, there will be some office space moves taking place. The details are still being worked out. EMS will be a part of the move internally. Good news, more space.

Protocols: The 2007 NH Patient Care protocols are ready to go! Thanks to TMC Books and our friends at SOLO, the newly formatted protocols are available at our website. In order to assist NH Hospitals and their respective catchment areas in getting these on-line, Vicki has been busy scheduling "roll-out" sessions. To date the schedule of activities is listed below:

January 23rd 6 PM-Cheshire Medical Center
January 24th 7 PM-Portsmouth Regional Hospital
January 26th 6 PM-Valley Regional Hospital
January 29th 1 PM-The Memorial Hospital
January 30th 12 PM- Upper Connecticut Valley Hospital
February 1st 7 PM-Exeter Hospital
February 5th 7 PM Elliot Hospital (at NEMSI)
February 6th 6 PM-Littleton Regional Hospital
February 7th 6:30 PM-New London Hospital
February 8th 7 PM-Monadnock Community Hospital
February 12th 2 PM-Lakes Region Hospital
February 13th 6:30 PM- Wentworth Douglass
February 16th 2:00 PM-Parkland Medical Center
February 20th 6:30 PM Speare Memorial Hospital
February 21st 7:00 PM Concord Hospital
February 22nd 7PM Franklin Regional Hospital – LRGH Healthcare
February 26th 6:30PM Androscoggin Valley Hospital

Hospitals have cooperatively advertised these programs locally some of which you can see have already taken place. Vicki is preparing take home materials for each rollout. All materials will be made available on the website as well. Should you have any questions, please do not hesitate to contact Vicki Blanchard at (603) 271-4568.

I/C Enhancement Seminars: the spring I/C Enhancement seminars are being planned. "Mark Your Calendar" cards have gone out. CBT, Transitions, PEETE, Field Training, and the First Responder Bridge and more are on the agenda - "Updates on NH EMS Education". Listed below are the details:

May 4, 2007, Concord – NHFA:
0745-0830 Continental Breakfast & Registration
0830-1230 Presentation

May 5, 2007, Berlin – NHCTC:
0745-0830 Continental Breakfast & Registration
0830-1230 Presentation

For more information, contact Eric Perry at (603) 271-4565.

Fire and Emergency Services Instructor III (FESI III) Update: This last class graduated in early December. Out of sixteen students, one dropped, and four needed to re-test. Two of the re-tests are EMS candidates. Chris Rousseau is working on the re-tests and an Orientation session is scheduled for the end of the month. For information on future programs contact Captain Chris Rousseau at (603) 271-2661.

Field Training - Education & Training Resources: We are in the final stages of preparing to rollout our first round of Field Training. THIS IS A TRIAL. Based on input from all the Regional EMS Councils, FST & EMS will first present Refresher Training Programs (RTP). This RTP season we were able to conduct two programs, Newport and Wolfeboro. All courses will contain Transition Materials. The evaluations from the Newport and Wolfeboro classes were very positive. On the administrative end, how we run the admissions and instructor coordination are still being worked on. So far, so good, just a few bumps. We had difficulty with scheduling and locations in the other three Regions and are continuing to plan for these Regions for 2007. We also plan to widen our net of Instructor Coordinators. With any sort of trial period, we started with a small group and now we need to grow these numbers. Again, a part-time Program Coordinator, Mike Kennard, has been hired to run this process. The overall management will now move to the Education Section. For more information contact Eric Perry at (603) 271-4565.

TEMSIS: To date, here are the latest system updates:

- 131,844 runs in system
- 80.5% of all Services reporting
- 92% of Transporting Services reporting
- 25 minutes to complete statewide for the last month

All Units that should be reporting have received a letter encouraging them to join in with the rest of the state. We are asking Units to share with us what implementation plan they may have as well as asking how we can help. We are continuing to work with vendors like Firehouse and IMC to become NEMSIS Gold compliant.

A recent system upgrade included:

- Improvement in validity scoring, it is better aligned with NH operations
- Additional enhancement to the training section including course time, instructor and approval
- An optional Hospital Bridge is available which allows the hospital to view and analyze all calls coming into their facility, fee charged by Image Trend
- New QA/QI reports which allows the user to search by many more elements than previously available

Portable Do Not Resuscitate Project (P-DNR): a bill passed the legislature last year that enables a uniform system for Do Not Resuscitate Orders. Previously known as the “PORT” form, the P-DNR is a standard, bright pink form with wallet cards and bracelet available, that can accompany a patient anywhere. The implementation of this program comes with an educational component, funded by the NH Foundation for Healthy Communities. We are incorporating this into our protocol rollout sessions. As always, if a provider is not sure, they can access on-line Medical Control.

Paramedic Vaccination Project: Two clinics have been held that we are aware of, Pelham and Lebanon. CarePlus has also completed a prerequisite application, but not reported on any clinic activity. Vicki continues to work with EMS Units and Hospitals to make them aware that they CAN NOT run community clinics without completing the prerequisite process. This includes Medical Direction and a standardized educational program. For more information go to:

<http://www.nh.gov/safety/ems/Immunization.html>

Quality Management (QM): Similar to the TEMSIS building process, a QM consensus group has been developed and broken into three work groups to address the “tool chest” component of this project. These three groups are operation, clinical care and customer satisfaction.

Computer Based Testing (CBT): The past two months have been interesting on this front. Within two weeks of the implementation of CBT, we discovered that two of our sites had dropped their contracts, Keene and Intervale. In bringing this to the National Registry’s attention, they found that 12 other states had seen this type of change, and not been notified. This was a vendor miscommunication. Since that date we have been working on setting up sites at Keene State College and Granite State College in Conway. Those negotiations are on-going and are going very well. The long-term plan is to partner with the University System for the delivery of these tests and not depend on private sites as an option. Many thanks to the North Country Health Consortium for hosting the CBT exam in Littleton. This sites equipment was funded with technical assistance dollars available via the Rural Health Office Flex Grant managed by NH Department of Health and Human Services (DHHS) and the Foundation for Healthily Communities.

On a day to day operational basis, we have 53 “Programs” registered with the National Registry. In NH we recognize our Instructor/Coordinators as “Programs”. Eric and the Education Staff are assisting EMT candidates and Instructors with registering “Programs”, “Creating Applications”, reciprocity and retests. There will be some bumps for a while.

First Responder Licensure Level, Skills and Protocols: All EMS Units that had First Responders that received a waiver to practice the enhanced skills over the last year have been automatically issued another. As a part of this process we are requiring, as we did last year, documentation of skills maintenance on the 4 extra module areas including vital signs, splinting, spinal immobilization and oxygen therapy. Prior to statewide protocols, local catchment areas and their Medical Resource Hospital were responsible for this piece. We are working on implementing the plan that has been developed and distributed to all EMS Units and I/C’s. This plan includes a First Responder to EMT- Basic bridge, which we are looking at a springtime rollout to coincide with the I/C Enhancement Seminars.

Federation of Mutual Aid and EMS Strike Teams: Mitch Harrington and Bill Wood have been working with the NH Federation of Mutual Aid’s on the inclusion of third-party municipal and commercial EMS Units into their statewide Fire Mobilization Plan. This plan has been tested and worked well during the floods. However, we recognize that the plan could be enriched and

expanded with the inclusion of other EMS assets. We have surveyed EMS Unit interest, of which there was plenty. We are drafting a final plan for presentation to the Federation, as well as an agreement for EMS Units to enter into. There will be an orientation and training for Strike Teams once this is all finalized.

Pandemic Planning: Activities continue to move along on the local level with the 19 All Hazard Sites. FST & EMS has been active in Hospital and Medical – Surgical Planning as well. Information is available specific to local EMS planning from the Centers for Disease Control (CDC) at:

<http://pandemicflu.gov/plan/emgncymedical.html>

To learn more about NH Pandemic Planning, as well as the AHS you are a part of please go to:

<http://www.dhhs.state.nh.us/dhhs/cdcs/ppcc.htm>

AED Project: less than one hundred of the 585 machines that needed to be upgraded to the 2005 AHA/ECC standard remain. Four additional sessions have been scheduled and then that's it. We will accommodate requests as much as we can through all of our offices in the future. All EMS Units were notified of the locations of the latest round of machines distributed, as we do each year. We also made sure that November/December's Unit report included information on the 2005 AHA/ECC upgrade, including machine markings/visual notifications that the machine was upgraded.

Inter-facility Transfer Education Program (IFTE): Another IFTE for CEN's and CCRN's was held in Woodsville on December 5. Only 2 CCRN's participated and this was advertised to all Critical Access Hospitals. Instructors who attended the T the T last spring taught in this program.

Trauma System & Preparedness: The annual Statewide Trauma System Conference was held on November 29, 2006 at the Inn at Mills Falls in Meredith, NH. This years focus was on Trauma transfers "Ready, Set, Go!". The day featured David Mooney, MD from Boston Children's, Peter Jacoby, MD Saint Mary's Hospital in Connecticut, Ann Lystrup, RN AirMed University of Utah and Fred Rogers from University of Vermont. Thanks again to the Elliot Hospital for partnering with us on the delivery of this program as well as the members of the planning committee. Rural Health dollars from NH's Office of Rural Health Policy helped to put this program on. There were over 90 participants and 24 of 26 hospitals were represented.

Clay and the Trauma Medical Review Committee are working to develop a NH Trauma Team training program, which includes use of the "Sim-Man". We are hopeful this program will hit the road after the first of the year. The Committee and Clay have begun organizing the revision of the Trauma Plan.

The Interfacility Transfer Workgroup continues to meet. Seven North Country Hospitals are participating in a data collection project for 90 days that started December 1, 2006. Data specific to transfer requests and staffing issues will be collected.

Thanks again for all your help and support of NH EMS. If I can be of further assistance, please call me at (603) 271-4569.